



SECRETARY

PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**DEPARTMENTAL
PROMOTIONAL FOR**

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)
EMPLOYMENT TRAINING PANEL (ETP)

POSITIONS EXIST

Most positions exist in Sacramento; however, a few positions may exist statewide.

**POSITION
DESCRIPTION**

A Secretary, under general direction and following general procedures in a secretarial capacity, receives and screens telephone calls and visitors, uses considerable judgment in providing factual information in response to numerous inquiries; schedules meetings, establishes and maintains confidential and administrative files, and prepares reports and correspondence of data pertinent to the work of the supervisor or the office. The work typically requires a detailed knowledge of the programs, policies, and activities of the employing unit.

SALARY RANGE

\$2510 - \$3051 per month (*This salary does not reflect the pending increase of 7/1/06.*)

**EXAMINATION
DATES**

Final Filing Date: **September 22, 2006**

It is anticipated that interviews will be held in November 2006.

**FILING
INSTRUCTIONS**

All Examination Applications (STD 678) must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, including interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit examination applications **DIRECTLY** to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: Secretary Series Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: Secretary Series Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: To gain access to the 6th Floor Solar Building, you must enter at 722 Capitol Mall and sign in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

NOTE: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. ("Range" is applicable to this examination; therefore, applications must reflect the breakdown of "from" and "to" dates for time spent in each range). **Applications received without this information may be rejected because of incomplete information.**

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**SPECIAL FILING
INSTRUCTIONS**

Departmental promotional examinations are also being administered for the classes of **EXECUTIVE SECRETARY I** and **EXECUTIVE ASSISTANT**. Applicants who meet the minimum qualifications and wish to participate in one, two, or all three examinations may file one application for all examinations; however, submitted applications must include each specific class title for which the applicant wishes to participate. Applicants will be considered only for the examination(s)/specified class title(s) they indicate on their application.

**COMPETITION
LIMITED TO STATE
EMPLOYEES**

In order to take this examination, applicants must have a permanent civil service appointment by the final filing date with the EDD or ETP.

**ELIGIBLE LIST
INFORMATION**

Separate departmental promotional eligibility lists will be established for the EDD and ETP. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**REQUIREMENTS
FOR ADMITTANCE TO
THE EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

EITHER I

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant, Range B.

OR II

Two years of experience in clerical work. (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

**SPECIAL PERSONAL
CHARACTERISTICS**

A demonstrated interest in assuming increasing responsibility; mature judgment; loyalty; poise; tact; and discretion.

**ADDITIONAL DESIRABLE
QUALIFICATIONS**

Education equivalent to completion of the twelfth grade.

EXAMINATION INFORMATION

This examination will consist of a Promotional Readiness Evaluation process weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Structured Exercise – Candidates will be required to complete a written structured exercise preceding their oral interview.

Oral Interview – Candidates will be required to appear before a Qualifications Appraisal Panel (QAP) for an oral interview consisting of pre-determined, job-related questions.

The QAP will assign each candidate a final competitive score based on the information provided in the candidate's response to the structured exercise and their responses to the interview questions.

CANDIDATES WHO DO NOT APPEAR FOR THEIR SCHEDULED STRUCTURED EXERCISE AND/OR ORAL INTERVIEW WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

SCOPE**A. Knowledge of:**

1. Business English (i.e., spelling, punctuation, and grammatical construction).
2. Correspondence formats and procedures.
3. Secretarial practices, responsibilities and work ethics.
4. Modern office methods, equipment, office automation systems, and telephone techniques.
5. Basic arithmetic computations to complete various office forms and tasks.
6. The organizational structure of the Department.

B. Ability to:

1. Type at a speed of 40 words per minute to effectively complete work assignments, type correspondence, transcribe minutes, etc.
 2. Review and edit correspondence and reports for the administrator's signature.
 3. Maintain suspense files and follow up on assignments.
 4. Communicate effectively and interact with peers and other staff.
 5. Tactfully and effectively meet and work with the public and others contacted during the course of work.
 6. Work under pressure, adapt to change, prioritize workload and take appropriate action.
 7. Use considerable judgment and initiative and work with minimum supervision.
 8. Keep and maintain records of a detailed and confidential nature.
 9. Present a professional image and take a leadership role with support staff.
-

INQUIRIES ABOUT THIS EXAMINATION

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 4 of this bulletin for additional examination information. All inquiries about this examination should be directed to Angie Yee at (916) 654-9131. In addition, examination information can also be obtained on the internet at www.edd.ca.gov.

Exam Hotline

The EDD maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division, (916) 654-6869, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov/jobs/gen/app.htm.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places as the number of candidates and conditions warrant. When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

IF A CANDIDATE'S NOTICE of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

INTERVIEW SCOPE: If an interview is conducted, in addition to the SCOPE described on this bulletin, the Qualifications Appraisal Panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs, his/her plans for self-development, and the progress he/she has made in his/her efforts toward self-development.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division or at the Information Counter of State Personnel Board offices.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922